

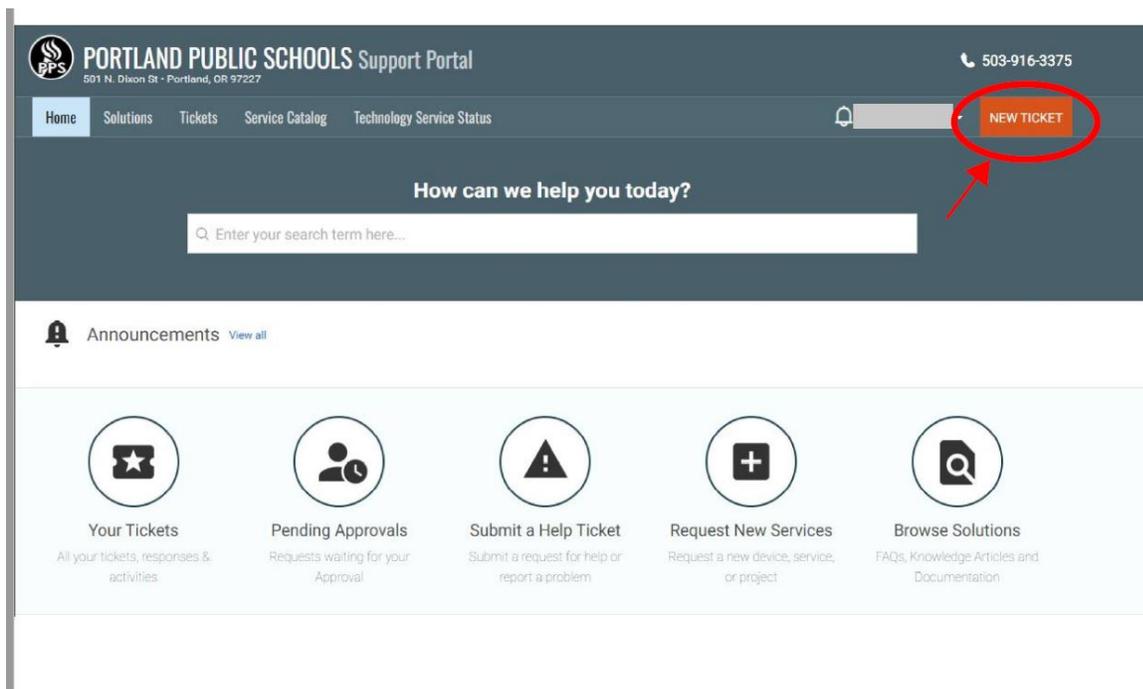
## Entering A Construction Project Request

All requests are entered through the PPS Support Portal

From the [Project Management and Construction Page](#) there is a link to “Submit a new Project Request” through the PPS Support Portal. Follow the instructions on this page to enter the ticket, and ensure proper department routing.

You can learn more about the Project Request Guidelines & Requirements by visiting this [link](#)

Click on NEW TICKET in the upper right-hand corner:



In the newly opened Submission Ticket, Enter the required Fields:

- **Requester** - your e-mail address should automatically populate
- **Subject** – School name, followed by a descriptive title (example: Sabin – Rm 200 Floor tile)
- **Building** – Select Building/Property from drop down list
- **Room #** – Enter room number or area of building where work is needed
- **Call Back Phone Number** – A phone number where you can be reached
- **Category** – select “FACILITY PROJECT DEVELOPMENT” from drop down list. This is the most important step to have the PDR routed to the correct department.



### Submit a ticket

Requester \*

Subject \*

Building \*

Room #

Call Back Phone Number \*

Category \*

Description \*

- ...
- Accounts and Access
- Budgets and Grant Budgets
- Classroom and Office Technology
- District Applications and Software
- Facility Maps and Data
- Facility Project Development**

### Related articles



Solution articles relevant to the subject will be displayed here.

- Sub-Category – Select the type of work from the dropdown list



**PORTLAND PUBLIC SCHOOLS Support Portal**  
501 N. Dixon St • Portland, OR 97227

503-916-3375

Home Solutions Tickets Service Catalog Technology Service Status Tracy Enbysk NEW TICKET

### Submit a ticket

Requester \*

Subject \*

Building \*

Room #

Call Back Phone Number \*

Category \*

Sub-Category \*

Description \*

[Attach a file](#)

### Related articles



Solution articles relevant to the subject will be displayed here.

- Item – Select the work type category from the dropdown list

Submit a ticket

Requester \*

Subject \*

Building \*

Room #

Call Back Phone Number \*

Category \*

Sub-Category \*

Item \*

Description \* 

- Delivery of Instruction
- Delivery of Support Services
- Health & Life Safety
- Legal/Regulatory
- Security
- Warm & Dry

[Attach a file](#)

- Description – Provide a detailed description of the new work or repair needed. Include specific location information  
Include Funding Source -Who will be paying for the work. School, PTA, etc.  
Attach photos if available.  
List additional contact information for other persons involved in the project.

**Once all information is completed, click on the Submit button.**

Next Steps:

The Requester will receive an automated e-mail confirming the PDR has been submitted.

Facilities Management reviews and prioritizes requests. You will be informed if this request has been approved or denied.

Approved projects will be assigned a facilities project manager, and they will follow up with any additional questions or information needed.

All information regarding the request will be available to view in the [PPS Support Portal](#) under your Tickets tab.